LEADERSHIP SPOTLIGHT

An Interview with Randy Kesterson

SVP, Operations and Supply Chain

Cobham

Randy Kesterson is currently SVP, Operations and Supply Chain, at Cobham. Previously, Randy has held executive level positions at Doosan Infracore, General Dynamics, and Curtiss-Wright, with prior successful experience at Harsco Corporation, John Deere, and at privately held Young & Franklin/Tactair Fluid Controls. He also worked as a management consultant to organizations such as Bank of America, Caterpillar, Motorola, Bank of Montreal, Ford Motor Company, Milliken & Company, RJ Reynolds, and the Federal Aviation Administration (FAA).

Randy served as the Chair of the Advisory Board for the Center for Global Supply Chain and Process Management at the University of South Carolina's Moore School of Business. He earned his Six Sigma Black Belt at North Carolina State University/IES. He earned his Bachelor of Science Degree in Engineering Operations from Iowa State University and attended Syracuse University where he earned his MBA with a concentration in Operations Management.

COBHAM

We are thrilled to have Randy join us at the **American Supply Chain Summit**, on April 9-10 in Dallas, TX. He will be delivering a plenary session on "How to Change an Organization: Addressing Failures and the Key to Lead Real Change," in which he will explore why most supply chain transformations fail and what you can do about it, using examples from both failures and successes in his own career.
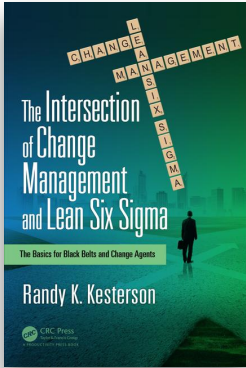
In advance of the summit, we spoke to Randy about how organizations can achieve real change, what he has learned over the course of his career, why he became an author, and what advice he has for future supply chain leaders.

OVERVIEW

- How can organizations achieve real change?
- How have your learnings and experiences impacted your career?
- What was the best piece of advice you received in your career?
- What motivated you to become an author?
- When does the intersection of Change Management and Lean Six Sigma take place?
- What advice do you have for the future leaders of supply chain?

Randy, you recently wrote a book - "The Intersection of Change Management and Lean Six Sigma". Where does this intersection occur?

Change Management and Lean Six Sigma approaches and tools intersect whenever there is resistance to a project, which occurs quite often.

What motivated you to become an author?

When I was working as an independent consultant a trusted friend told me, "If you hand a prospective client a business card, they'll file it or throw it away. If you hand a prospective client a book with your name on it, they'll keep it. They'll never read it, but they will remember you."

How can organizations achieve real change?

In my experience, to increase the chance of making (and most importantly sustaining) real change, an organization needs to employ a formal organizational change management (OCM) approach.

How have your learnings and experiences impacted your career?

My learnings and experiences regarding organizational change management profoundly altered my career path, and they impact how I lead and manage every day.

What was the best piece of advice you received in your career?

When I was early in my career, my dad told me to, "make errors of commission versus errors of omission". His advice has served me well.

What advice do you have for the future leaders of supply chain?

Do your very best to follow the first two Shingo Guiding Principles: Respect every individual. Lead with humility.

Hear more insights from Randy Kesterson and other leaders in the supply chain industry at the American Supply Chain Summit.

RANDY'S SESSION

HOW TO CHANGE AN ORGANIZATION: ADDRESSING FAILURES AND THE KEY TO LEAD REAL CHANGE

- Why most supply chain transformations fail and what you can do about it
- An overview of common mistakes, the ones I've made and lessons learned in strategy deployment
- Case study: How the approach I've stumbled across works and can be integrated into your organization

View Program